



## Job Announcement

### **Buffalo Bayou Park Cistern Tour Guide & Visitor Center Attendant**

#### **Opening Announcement:**

Buffalo Bayou Partnership (BBP) is seeking a motivated individual to serve as a Cistern Tour Guide and Visitor Center Attendant for part-time work. The position requires availability for evening, weekend, and holiday shifts. The successful candidate is a team player who supports other staff members in the performance of their duties. As the attendant interacts directly with the public, an understanding, appreciation, and desire to work in a customer service role is essential.

#### **Work Location:**

The work location(s) include Buffalo Bayou Park, and its Visitor Center, Cistern, and adjacent venues.

#### **Position Specifics:**

Employment Status: Part-Time (10-30 hours/week)  
Pay Rate: \$15/hour  
Reports to: Buffalo Bayou Park Venue & Visitor Services Supervisor  
Location: Wortham Insurance Visitors Center, 105 Sabine Street, Houston TX 77007  
Availability Needed: Hours vary between 6:00 a.m. - 12:00 a.m. Monday - Sunday

#### **Position Duties and Responsibilities:**

- Creatively and proactively interact with guests at Buffalo Bayou Park, Visitor Center and throughout the park by providing information about park features and services:
  - Lead small and large groups of visitors through a scripted tour of the Cistern space
- Demonstrate knowledge of:
  - Buffalo Bayou Partnership's programs, history, mission, and ongoing work efforts
  - Park rules and enforcement
  - Cistern tour script
- Perform administrative park duties:
  - Sell admission tickets, update reservations, and check guests in using FareHarbor, an online reservation system
  - Answer phones, transfer calls, and answer questions about Buffalo Bayou Park and BBP
  - Maintain tour and visitor center attendance records
- Perform Bayou Boutique retail shop duties:
  - Inventory control, merchandise ordering, restocking, online orders and customer checkout and general customer service support



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- Perform light cleaning activities as directed
- Place or arrange signage in support of park activities
- Assist and perform other duties as assigned

### **Knowledge, Skills, and Abilities**

- Clearly communicate:
  - A scripted message in a natural tone - creating interest and engagement
  - With individuals of varying ages as well as social and cultural backgrounds
  - Bilingual or multi-lingual skills a plus
- Demonstrate the ability to:
  - Provide excellent customer service
  - Communicate instructions which are friendly and authoritative
  - Represent the park with a high level of integrity and professionalism, adhere to park policies and support management decisions in a positive, professional manner
  - Memorize, retain, and relay large pieces of information
  - Understand and follow standard operating procedures
  - Read, understand, and complete written and verbal requests and work assignments
  - Be flexible, and adaptable in a dynamic changing environment
  - Work weekends, evenings, and some holidays
  - Demonstrate a working knowledge of Microsoft office suite of programs
- A Plus:
  - Sing in front of a group
  - Bilingual or multilingual skills
  - Interest in architecture, art, parks and recreation, and natural environments

### **Required Educational and Physical Abilities**

High school diploma or GED with customer service work experience, or any other combination of experience that provides the required knowledge, skills, and abilities may be considered.

- Must be able to lift 45lbs (furniture, heavy signs, etc.)
- Must be able to talk and walk backwards while leading a group of up to 49 people around a one-quarter mile dimly lit walkway.
- Must be able to perform work tasks in both indoor and outdoor environments

Please submit resumes to:

Alison Duran, Venue & Visitor Services Supervisor, Buffalo Bayou Partnership



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105 Sabine Street Houston, Texas 77007

[aduran@buffalobayou.org](mailto:aduran@buffalobayou.org)

*No phone calls please.*

Buffalo Bayou Partnership is an Equal Opportunity Employer.